



Northern Ireland Electricity Networks Individual (Guaranteed) Standards of Service 2015

This factsheet contains information relating to the standards of service you are entitled to with your electricity network company and the payment you may be entitled to if they fail to meet any of these standards. However, **exemptions apply and consumers WILL not be entitled to a payment in all circumstances**

Standard	Standard	Payment (if company fails to meet the standard, exemptions apply)	Automatic Payment (Y/N)
Your main fuse	If you report that your main fuse is not working NIE Networks will call to replace it within three hours on a working day or four hours on other day.	£25 (domestic and non-domestic)	Yes
Turning your power back on	NIE Networks will restore your electricity supply within 24 hours of a power cut. Exemptions may apply if the interruption was caused by circumstances outside NIE Networks' control.	£50 (domestic customers) and £125 (business premises), then £25 for every 12 hour period after that.	No. Consumers and businesses are required to make a claim within one month of the day of the interruption. www.nie.co.uk/Contact-Us/Making-a-claim
Installing a meter to give you an electricity supply	NIE Networks will install a meter at a domestic property within two days of receiving a request or within four days at business premises.	£25 (domestic customers) or £50-£125 for businesses.	Yes
Getting a quote for a new connection	NIE Networks will provide a quote for a new connection within seven working days for small jobs or 15 days for large jobs.	£50 (domestic and non-domestic)	Yes
Taking your electricity supply off	When NIE Networks needs to stop the electricity supply to your property temporarily, they will let you know at least three days in advance.	£25 (domestic customers) and £50 (business premises)	No. Consumers and businesses are required to make a claim within one month of the day of the interruption. www.nie.co.uk/Contact-Us/Making-a-claim
If you have a voltage issue	If you have reported a voltage issue at your property, NIE Networks will let you know within five days what they intend to do about it, or within seven days if they need to visit your property to investigate further.	£25 if NIE Networks doesn't contact you or keep an agreed appointment.	Yes
If there's something wrong with how your meter is recording	If you have reported an issue with your meter NIE Networks will let you know within five days what they intend to do about it, or within seven days if they need to visit your property to investigate further.	£25 if NIE Networks doesn't contact you or keep an agreed appointment.	Yes
Queries about a payment due under the Individual Guaranteed Standards	NIE Networks will answer your query within five working days, and they have to make a payment, issue it to you within five working days.	£25 (domestic and non-domestic)	Yes
Keeping appointments	NIE Networks will keep their agreed morning or afternoon appointments.	£25 (domestic and non-domestic)	Yes
Making a payment	NIE Networks will send you a cheque with the appropriate amount within ten working days if they have failed to meet any of the guarantees.	£25 (domestic and non-domestic)	Yes
If you have a problem with your keypad meter	If you have reported a problem with your keypad meter to NIE Networks, they will call to investigate within three hours on a working day or four hours on other days.	£25 (domestic and non-domestic)	Yes

For more information or queries on these

standards you can contact:

Northern Ireland Electricity Networks (NIE Networks) – Tel: 03457 643 643

www.nienetworks.co.uk

Consumer Council – 0800 121 6022

www.consumerCouncil.org.uk